



Portland Japanese Garden seeks Café Manager

Position Overview

The Café Manager is responsible for oversight of all operational and customer service aspects of the café. The Café Manager oversees a staff of 12-16 people, depending on the season, and reports directly to the Director of Retail. The Umami Café is focused on traditional preparation and presentation of green tea and Japanese sweets. The Café seats 38 and has no kitchen or back of house.

Primary Duties

- Manage day-to-day café operations, providing consistent, efficient, and friendly service
- Build morale and team spirit by fostering a positive work environment
- Maintain exemplary cleanliness standards throughout the café, including staff appearance, menus, and equipment
- Create staff schedules, approve timesheets, and oversee timeclock history
- Work as a café server one to two days per week depending on season or as needed
- Act as the role model for excellent work ethic and outstanding customer service
- Work with Café Assistant Manager to order and maintain stock of food, beverages, kitchen, and service supplies
- Perform opening and closing procedures
- Prepare and monitor cash bags, tip calculations, and tip distribution
- Resolve customer issues
- Monitor, coach, and encourage café team members to meet the Garden's service standards
- Ensure that all café team members are educated on café product and have an in-depth knowledge of green tea
- Work with Café Assistant Manager and IT Coordinator to continually improve, maintain, and train staff on POS system
- Lead annual café staff reviews
- Recruit, hire/terminate, and train employees
- Attend regular meetings with Director of Retail to discuss café staffing issues, product quality, inventory review, customer satisfaction, upcoming events, etc.
- Work with Director of Retail to manager operational costs and prepare the annual budget
- Work with Café Assistant Manager and IT Coordinator to continually improve, maintain, and train staff on POS system

Other Responsibilities

- Familiarize oneself with the organization
- Get to know fellow staff members, developing trust, establishing credibility, encouraging teamwork, and creating an atmosphere of open, honest, two-way communication
- Maintain a high level of professionalism in manner and appearance
- Adhere to Garden Dress Code and wear Garden uniform

Qualifications

- Minimum 3 years café or restaurant management required
- Excellent customer service, attention to detail, and effective team leadership skills

- Proficient on a computer; familiar with software programs such as Microsoft Word, Excel, and Outlook
- Well organized, detail-oriented, and able to multi-task
- Effective problem solving and decision making abilities

Special Requirements

- Special consideration given to applicants with knowledge of tea, a familiarity with *Omotenashi* (Japanese way of hospitality and customer service) and Japanese culture.
- Able to work overtime, including weekends, evenings, and special events as needed
- Must be able to remain in a stationary position and/or move about the cafe and Garden for several hours

Compensation

- Wage: \$48,000 to \$55,000 per year DOE
- This is a full-time, salary position with 40-50 hours per week, including one weekend day. Shifts are typically 8 hours (plus ½ hour lunch), typically 7:30am to 4:00pm
- Benefits: comprehensive benefits package including health, dental, and vision insurance, 401k, paid vacation, sick, and holiday.

Applications

To apply, please email a resume (no more than two pages), cover letter, and list of three work related references to humanresources@japanesegarden.org, with "Café Manager" in the subject line. Please no phone calls or hand delivered applications. Submit application materials by 11/10/2017.

All submitted applications will be held in confidence.

Organization Overview

The Portland Japanese Garden is renowned as the most authentic and finest Japanese garden outside of Japan. Founded in 1963 and nestled in Washington Park above downtown Portland, Oregon, the Garden is one of the most important Japanese cultural institutions in North America. 400,000 visitors annually visit this national treasure and participate in its art, cultural, and educational programs. The Garden strives to provide every visitor with an inspiring experience of the beauty and tranquility of the Japanese garden art form. At the same time, the Garden is at the beginning point of engaging diverse audiences to expand their understanding of Japan and themselves. Formal and informal education and cultural programs are offered so that visitors of any background or age will find something that is personally meaningful to them. First-of-a-kind art exhibitions focused on Japanese arts, artists, and craftsmanship illuminate cross-cultural dialogue and understanding of the Japanese garden as an art form.

An expansion of educational and visitor facilities, designed by internationally renowned Japanese architect Kengo Kuma, was completed in April 2017 to accommodate the Garden's increased visitors each year. Additionally, Garden Curator Sadafumi Uchiyama has designed new garden areas to surround the Village and entry area. As part of this project, the Garden has also launched a comprehensive training program for Japanese garden professionals and amateurs, the Japanese Garden Training Center.

The Garden has a year-round staff of 80+ FTE's and 20+ seasonal staff supplemented by over 300 volunteers. It is an exciting time at the Portland Japanese Garden – a time to help this historic organization set the course for a successful next 50 years with expanded facilities and programs.